

Utilities receives national recognition for customer-service oriented videos

In January, the Department of Utilities "Quality Service Quick Snapshots" won the Crystal Award of Distinction in The Communicator Awards 2004 Video Competition. The "Award of Distinction" is awarded for projects that exceed industry standards in production or communication skills. These short videos are aired on WCTY, TV 48 and promote the customer services provided by the Department of Utilities.



Earl Smith (Wastewater) watches videographer Rick Voight lower his camera into a manhole while shooting a Quick Snapshot.

The two "Quality Service Quick Snapshots" entered in the competition were "Ensuring the Quality of Your Drinking Water", featuring the water quality laboratory and staff, and "Dig with C.A.R.E. Keep Virginia Safe", featuring the Utility locating program and operations crews.

Cef Hitchings, **Winnie Yarrow** (Water Quality), and **Keri Cahoon** (Water Production) took part in the filming of "Ensuring the Quality of Your Drinking Water", the first QS Quick Snapshot to air on WCTY. The "Dig with C.A.R.E." segment features the wastewater crew of **Mike Dixon**, **Richard Parker**, **John Munoz**, **Drew Edwards**, **Corey Smith**, **Clarence Taylor**, and **Darnell Davis**, filmed while repairing a main on Commodore Drive. Also featured in that segment are Miss Utilities locator **Mike Seymour** and Water Treatment Plant Maintenance Technician **Willie Collins**. All endured repeated takes and showed lots of patience and good humor.

The next QS Quick Snapshot will explain how residents can help "Fight the Fat" by keeping fat, oil, and grease out of the sewer system. It is currently being filmed and is scheduled for completion in March.♦

